

NEWS

and Information

A Quarterly Newsletter from the Premier Trainer of Federal, State and Local Government Professionals

April - June 2005

COMING SOON!

2006

TRAINING
SOLUTIONS
CATALOG

2006

INFORMATION
TECHNOLOGY
CATALOG

Upcoming Programs

The Graduate School, USDA will exhibit at the following upcoming conferences:

Public Service Recognition Week

Washington, D.C.

May 2-6, 2005

Federal Asian Pacific American Conference

Washington, D.C.

May 23-27, 2005

ASTD

Orlando, Fla.

June 4-9, 2005

FEW

Reno, Nev.

July 18-22, 2005

Excellence in Government 2005

Washington, D.C.

July 25-27, 2005

Blacks in Government

Orlando, Fla.

July 31 - August 7, 2005

DOE Training Conference

New Orleans, La.

September 16-19, 2005

International Institute Administers Visitor Program

In 2004, the Graduate School's International Institute administered 63 projects for the Department of State's International Visitor Leadership Program. Projects involved 170 visitors from more than 50 countries.

The State Department awarded the grant in 2003, and the International Institute completed its first year of visitor project programming in October, 2004. The program's goal is to promote international understanding through observational learning visits that reflect the participants' professional interests. The program introduces world leaders to Americans in a variety of professions – law, agriculture, economic policy, security, social services and many more.

There are many examples of recent visitor programs. Mohamed Moubdi, a member of Morocco's Parliament, studied our federal system of government, the electoral process and state and local politics. The International Institute scheduled meetings with academic institutions in the Washington, D.C. area as well as with representatives from the House and Senate, the Congressional Black Caucus and our major political parties. His itinerary included visits to San Antonio, Sacramento and Iowa City and concluded in New York City.

Jakub Borowski, representing the Microeconomic and Structural Analysis Department of the National Bank of Poland, assessed the impact of monetary policy on our national, regional and local economies. He met with officials at the Federal Reserve Bank, the Independent Community Bankers Association and the House Committee on Financial Services before traveling to Boston, New York, Seattle, St. Louis and Chicago for additional meetings in his field.

In a group project, Washington Tapia Aguilera and Edwin Naula Gomez, park management specialists from Ecuador with biology and bio-diversity backgrounds, observed our national park system. For them the International Institute arranged meetings with representatives of the Inter-American Development Bank, the World Bank, the Department of the Interior and the National Park Service. The visitors then traveled to national parks in Florida, California and Hawaii.

Several journalists from the Czech Republic examined the role of the media in local community development. Their interests included freedom of the press, minority-owned radio stations, local and regional broadcast markets, the media in public service and democracy, technologies employed in broadcast and electronic journalism, and public relations and marketing strategies. The group had discussions with representatives of the Federal Communications Commission, National Public Radio, the Corporation for Public Broadcasting, the Senate Radio-Television Gallery, Internews Network, the Reporters Committee for Freedom of the Press and XM Satellite Radio, Inc. The journalists visited communities as diverse as Madison, Wisconsin; Bozeman, Montana; Houston and New York City.

Jennifer Nupp, exchange program administrator, directs the visitor program grant for the Graduate School. Program Officers Thea Richard and Sara Delson-Boerman and Program Specialists Issam Khouri, Gunella Fecadu and Florin Ivan provide research, scheduling and the travel logistics. International Institute staff members also work with the National Council for International Visitors to plan activities outside of the Washington, D.C. area.

Dr. Robert Dove, parliamentarian emeritus of the U.S. Senate, greets Mohamed Moubdi, a member of Parliament from Morocco.



STATS

President's Management Agenda

In a recent poll the Federal Times asked 484 federal employees if the President's Management Agenda had improved management at their agencies.

89% NO

11% YES

Source: Federal Times

GS Partners with Boston University to Expand Project Management Curriculum

The Graduate School, USDA recently entered into an affiliation agreement with Boston University to offer an expanded project management curriculum. The partnership responds to the growing need of government agencies and contractors to train managers and specialists in the principles and techniques necessary to run large, complex projects successfully. The curriculum contains four certificate programs and 25 new courses.

Both the Graduate School and Boston University are Registered Educational Providers of the Project Management Institute (PMI). The courses in the certificate programs prepare participants for PMI's certification examination. Individuals, who pass the examination and meet other requirements, earn the prestigious Project Management Professional® (PMP) designation. Certificate programs award Professional Development Units (PDUs), which are approved by PMI to qualify for and maintain the PMP certification. Although standards vary within the federal government, most agencies today require that certified project managers oversee large investment projects.

The new curriculum includes a Certificate of Accomplishment in Project Management, a Project Management Master's Certificate for experienced project managers, a Certificate in Applied Project Management (offered in the evening), and an E-Learning Project Management Certificate (an online program). Boston University certified faculty teach the advanced and specialized courses in their curriculum at Graduate School facilities nationwide.

"The expanded project management curriculum is one initiative the Graduate School has launched to help agencies achieve desired results with taxpayer money," said Frank Bauer, curriculum dean for Management Sciences and Human Resources Management. "Other initiatives include a Human Capital Management curriculum, expanded acquisition courses and new certificate programs in supervision, management and information technology."

For a detailed project management information package, contact Linda Malone at linda_malone@grad.usda.gov. To learn about on-site delivery, contact Jill Massey at (404) 586-6365 or Martha Evelyn at (202) 314-3406.

Faculty Profiles



Rose Gwin

A native of Arkansas, Rose Gwin has spent a good share of her professional life in Philadelphia, where she was the regional director for the Office of Personnel Management (OPM). When that office closed, she moved to OPM's headquarters in Washington, D.C. She has taught at the Graduate School since January, 2001.

Rose's academic background is in human resources management. From Hendrix College in Conway, Arkansas, she earned a bachelor of arts degree in social sciences and a master of arts degree in business with a human resources focus.

By the time Rose retired from OPM as director of human resources, she was a highly respected leader in the federal human resources community. Since her arrival at the Graduate School, she has taught more than 3,000 students nationwide, and her courses range from Suitability Adjudication and Human Resources Management for Supervisors and Managers to the staffing and classification subjects in our human resources curriculum.

For the Graduate School she was the first instructor to prepare and deliver nationwide broadcast training to the human resources department of the Social Security Administration. She also customized OPM material for the Suitability Adjudication course. In all classes she emphasizes the importance of the federal merit system.

To be closer to their daughter and first grandchild, Rose and her husband have recently moved to Marblehead, Massachusetts. There they will indulge in their other great pleasure, which is gardening.



Linda Harris

Linda Harris has not only taught federal retirement benefits courses at the Graduate School for the past ten years, but she has also provided training to many government agencies, including the departments of Defense and Housing and Urban Development, the Internal Revenue Service, the Customs Service and the National Credit Union Administration. For the Graduate School, Linda

delivers ten workshops annually, which we broadcast to more than 100 downlink sites nationwide. She has also instructed in our communications and management curricula.

At the time she resigned from the Office of Personnel Management (OPM), Linda had clocked 21 years of government service – the final 12 years, she had served as team leader in the training office of the Office of Retirement Programs at OPM.

Now as an independent consultant, she has trained more than 100,000 federal employees nationwide through satellite transmission as well as on-site. In addition, she has conducted sexual harassment prevention seminars to more than 20,000 employees of the National Institute of Health, the Bureau of Printing and Engraving and Kaiser Permanente. Because many federal agencies are losing seasoned personnel due to baby boomer retirements, they are contracting out human resources and retirement benefits training. As a result, Linda is very busy.

A native of Washington, D.C., Linda received a masters of science degree in executive management from the University of Maryland University College. She has three grown sons; she and her husband, also a retired government employee, live in Oxon Hill, Maryland. Linda participates in volunteer activities at her church and in her spare moments, she writes poetry and reads.



Alan Goodman

Since Alan Goodman joined the Graduate School faculty twenty years ago, he has shared the experiences of 27 years with the New York Police Department (NYPD) in the classroom. Before retiring, Alan had risen from patrol officer to deputy inspector.

With retirement ahead, Alan earned a master's degree in instructional design and training from the New York Institute of Technology.

His academic background also includes a bachelor's degree from Queens College and a master's degree in criminal justice from John Jay College of Criminal Justice.

Alan now offers professional development seminars on investigative interviewing techniques, ethical awareness, and teamwork and leadership. As a master trainer in ethics for the Institute for Global Ethics, Alan developed the course, Ethical Decision-Making for Auditors, for our Government Audit Training Institute (GATI). He has delivered the course to the U.S. Customs Service Office of Regulatory Audit, the Miami-Dade County government and New York City government auditors. For the International Institute's overseas clients he has taught negotiating skills.

Alan is busy elsewhere. He is executive director of the New York City Police Department Reserve Association, a business person's support group for the NYPD. As a consultant and trainer, he has worked on many government programs, including a workshop on human dignity in policing for the Department of Justice and the Department of State.

Although Alan misses police work, he enjoys his contacts with federal, state and local employees. Now living in Queens, he is a native of Brooklyn. He bikes and plays handball in his off hours.



Helen Evans

When Helen Evans exclaims, "My passion is in the classroom," she means it. In a teaching career that spans 30 years, she has taught a variety of business administration courses, in both the public and the private sectors. She began as an instructor at San Francisco State University in special emphasis welfare-to-work programs that were funded by the W. Clement Stone Foundation in Chicago. She was also a faculty member of Contra Costa College – a junior college in the Bay Area. And while living in San Francisco, Helen began teaching for the Office of Personnel Management (OPM). She continued to instruct for OPM in Heidelberg, Germany, where her husband served two tours of military duty, and taught at the Heidelberg satellite campus of the City Colleges of Chicago.

A native of Huntsville, Alabama, Helen received a bachelor of arts degree in business education and a masters degree in business administration with an accounting and marketing concentration from San Francisco University. She also earned a California Community College Teaching Certification with an emphasis on business and industrial management, office services and related technologies.

With this background Helen brings extensive knowledge and instructional experience to the Graduate School's management and supervisory curriculum. Besides Introduction to Supervision courses in our daytime curriculum, she teaches supervisory courses for the Center for Leadership and Development. She delivers training to first-line supervisors, work team leaders and middle managers.

Helen's two children live in Maryland. In her spare time she is a tax volunteer for the military in the VITA program – the volunteer income tax assistance program of the Internal Revenue Service. She enjoys traveling with her husband, who has retired after 31 years of Army duty. They live outside of Atlanta.

NEWSbriefs

Awards!

The Graduate School recently received three 2005 Marketing and Publication Awards from the University Continuing Education Association. The awards were a silver medal for an advertisement in *The Atlantic Monthly*, September, 2004; a bronze medal for the Graduate School bookstore's publicity campaign; and a bronze medal for a *New York Times* advertisement during Public Service Recognition Week. The Communications Office team of Michael Hunter, designer; Hilary Woodward, copywriter; Irene Connelly, editor; and Deborah Smith, communications director developed the advertisements and publicity campaign.

Graduate School at FOSE

The Graduate School presented a very successful exhibit for attendees at the annual FOSE conference, held at the Convention Center in Washington, D.C., April 5-7, 2005. Hundreds of individuals visited our booth to converse with staff members and receive Graduate School literature.



Newly Appointed Secretary of Agriculture Attends Board Meeting

Secretary of Agriculture Mike Johanns shared his positive impressions of the School, its mission and its relationship to the department and the federal government at the General Administration Board meeting, March 22, 2005. He added that as a non-appropriated fund instrumentality, the School serves as a model for the federal community.

Chair Joseph Jen welcomed two new board appointees. The new members are Michael Harrison, assistant secretary for administration, Department of Agriculture; and John R. Block, executive vice president, Food Marketing Institute.



The Graduate School's General Administration Board welcomed newly appointed Secretary of Agriculture Mike Johanns.

Fulbright Program Staff at International Institute Conducts Group Projects for Middle East and Latin America

For twenty years the Graduate School's International Institute has administered the Fulbright Teacher Exchange Program for the Department of State. The program involves 200 U.S. educators – teachers and administrators working at the kindergarten through community college levels – who switch roles with their counterparts from 24 countries. Jennifer Nupp, exchange program administrator, directs the Fulbright program for the Graduate School. This year the International Institute also assisted the State Department with a number of group projects for teacher exchangees.

In September, 2004, nine school principals from the Hashemite Kingdom of Jordan arrived in Washington, D.C. to observe the use of technology in the administration and curricula of area schools

and universities. During the ten-day orientation, the Graduate School conducted a hands-on technology course led by an Arabic-speaking instructor. Later, individual members traveled to eight states to work with U.S. principals in their areas of administrative expertise. Reconvening in Washington to compare experiences, the Jordanians met with the State Department's deputy assistant secretary for academic programs.

During November the International Institute created and implemented a program requested by the U.S. embassy in Brazil. Award-winning principals from each of Brazil's twenty-seven provinces met with education specialists at the National Association of Secondary School Principals, the Department of Education, the Brazilian-American Cultural Institute, a multilingual school and other local schools and institutions. Following orientation, groups of four with interpreters visited six sites around the country to observe best practices in education and to study innovations in school administration and curricula. As a result, several U.S. schools are planning follow-up technology and other projects to assist the Brazilian educators, and the Graduate School plans to implement the program again next year under the auspices of the State Department.

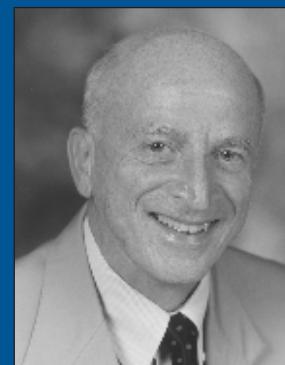
This year other State Department educator groups have included school principals from Argentina, administrators of English language immersion programs from Uruguay and English as foreign language teachers from Oman.



Top: Jordanian educators gather for a closing dinner on the final night of their exchange program.

Bottom: Salwa Abu Matar, a participant in the administrator exchange program, decorates a cake with Jordanian and American flags.

MESSAGE FROM THE EXECUTIVE DIRECTOR



The Graduate School, USDA is always working to strengthen and expand its programs, services and curricula based upon the changing needs of our clients. In recent years, the School has made a concerted effort to reach out to our clientele and be more responsive to their needs. This outreach effort has left us better positioned to advise our customers on how to address the human capital development needs of their organizations in a comprehensive, practical way that provides real-world solutions to the challenges they face. The expertise, knowledge and experience of our staff allow us to answer the most difficult training-related questions, share experiences and assist agencies in matching training to their missions and goals.

The growing number of our partnerships with institutions of higher learning and other organizations is one example of our outreach success. Through these partnerships individuals may transfer Graduate School credits toward specific degrees at universities or colleges. Two examples are our Master of Science in Management in Public Sector Auditing degree, offered with Thomas Edison State College; and our Certificate of Accomplishment in Project Management, which includes courses supplied by Boston University. For the Society for Organizational Learning we provide consultation, facilitation and organizational development services. We also offer our Certified Public Manager program to federal employees in Kansas through our partnership with the University of Kansas Public Management Center and to the Pueblo-Zuni tribe in partnership with Thomas Edison State College.

Many agencies are Graduate School clients, who seek the customized training we can provide. The President's Management Agenda has challenged all federal agencies to streamline and improve their operations in order to move toward "Green" on their scorecards. We often partner with clients to assist in these efforts.

Our role as trusted advisors and our outreach programs have enabled the Graduate School to serve as a major "value-added" partner. Every client's success is a Graduate School success.

Dr. Jerry Ice

International Institute Aids African Nations in Business Development

The Graduate School's International Institute assists African nations to take advantage of the African Growth and Opportunity Act (AGOA) for small and medium-sized business development. In April, Director Jack Maykoski accompanied a delegation of AGOA officials from Mali, Angola, Cameroon and Benin to Lake Charles, Louisiana, where the group discussed training opportunities to facilitate trade between our state governments and the members of the AGOA network.

The International Institute is also working with the Civil Society Network – a body of grassroots organizations – on the agenda for a conference in Senegal in July, 2005 to address issues of government, business and civil society organization. The purpose is to promote business development and encourage the nations to reap the benefits of AGOA membership.

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We have added 70 new courses!

Visit www.grad.usda.gov/new to view our new course selection for this year.

Events in Your Area

Human Resources Management for Supervisors and Managers
Develop the necessary tools you need to successfully accomplish organizational objectives and abide by human resources laws and regulations. This course will prepare you to handle the HR aspects of supervision.

Course Code: PMGT7100D
Tuition: \$995
June 6-10, 2005, New Orleans, La.

Introduction to Federal Accounting

Master the key concepts of federal government accounting and receive a solid foundation for a career in federal accounting.

Course Code: ACCT7001D
Tuition: \$795
June 14-17, Kansas City, Mo.

Pre-Retirement Planning

Acquire the knowledge, materials and tools to make informed decisions regarding your retirement. Learn about federal retirement benefits, Social Security, and financial and estate planning.

Course Code: BENE7002D
Tuition: \$575
June 1-3, 2005, Cincinnati, Ohio

Pre-Retirement Planning (FERS Participants Only)

Learn to make informed decisions about your retirement needs. This course will help Federal Employees Retirement System employees within 10 years of retirement understand the key elements of the FERS benefits.

Course Code: BENE7110D
Tuition: \$445
June 14-15, 2005, Dallas, Texas

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International Institute Hosts Fulbright Workshop

During October, 2004, the International Institute hosted its first training workshop for chairpersons who interview self-paced and online catalog, describes 61 courses and 12 certificate programs which are new to our various curriculum areas. Five certificate programs are in leadership and management, two are in paralegal studies and three are Oracle professional certifications. Our distance education program features paralegal studies online, and we have enhanced our human resources and acquisition curricula. The catalog explains our affiliation with Boston University, which enables us to offer an expanded Project Management curriculum. The catalog also includes descriptions of 13 Evening Programs certificates, which are offered in Washington, D.C. A publication date of May 20, 2005 is anticipated.

In the first session, Craig Storti, author of *The Art of Crossing Cultures*, spoke on the intercultural skills necessary for teaching abroad. Chairpersons also participated in discussions about the timing of the Fulbright program cycle, formulating the report, interview results as seen from abroad and other volunteer opportunities with the Fulbright program. State Department Program Officer Ruta Chagnon organized mock interviews for staff members in applicant roles to witness the skills of interviewers.

Representatives of Fulbright commissions in Argentina, Mexico, the United Kingdom and Romania were guest speakers at the workshop, and three program alumni, who had taught in South Africa, the United Kingdom and Chile, described how the exchange had influenced their teaching. Tregenza Roach, executive director of the board of education in the Virgin Islands, was a special guest.

Kwame Obeng, program technician on the International Institute Fulbright staff, organized the three-day event's logistics. Jennifer Gibson, chief of the State Department's Teacher Exchange Branch, and Jennifer Nlupp, exchange program administrator at the Graduate School, welcomed the chairpersons.

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We have added 70 new courses!
Visit www.grad.usda.gov/new to view our new course selection for this year.

Events in Your Area

Federal Appropriations Law

This course provides all professionals, including budget and financial personnel, unit managers and attorneys, with a solid foundation in federal government appropriations law.

Course Code: FINC7100D

Tuition: \$845

June 13-16, 2005, Atlanta, Ga.

Making a Business Case for a Capital Investment

Using an information technology case as an example, you will learn how to prepare a business case for a capital investment as required by OMB Circular A-11.

Course Code: PGMT8200D

Tuition: \$875

June 27-30, 2005, Washington, D.C.

Position Classification: Basic

In this course you will become a well-trained classifier and learn to classify position descriptions that are written in a variety of formats.

Course Code: CLAS7000D

Tuition: \$1,925

June 13-24, 2005, Philadelphia, Pa.

Pre-Retirement Planning (CSRS Participants Only)

Plan now for a rewarding retirement. This course will help Civil Service Retirement System employees within 10 years of retirement understand the key elements of the CSRS benefits.

Course Code: BENE7120D

Tuition: \$445

June 1-2, 2005, Virginia Beach, Va.

Project Management

Learn to organize your project, track costs and time expenditures, manage quality and risk, evaluate human resources requirements and overcome potential obstacles. This course is aligned with the Project Management Institute's Project Management Body of Knowledge, which covers all related best practices.

Course Code: PGMT7005D

Tuition: \$825

June 6-9, 2005, Washington, D.C.

June 14-17, 2005, Philadelphia, Pa.

For more information on Graduate School, USDA courses in your area, visit our Web site at **www.grad.usda.gov**.

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In the first session, Craig Storti, author of *The Art of Crossing Cultures*, spoke on the intercultural skills necessary for teaching abroad. Chairpersons also participated in discussions about the timing of the Fulbright program cycle, formulating the report, interview results as seen from abroad and other volunteer opportunities with the Fulbright program. State Department Program Officer Ruta Chagnon organized mock interviews for staff members in applicant roles to witness the skills of interviewers.

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Events in Your Area

Mid-Career Retirement Planning

This course will help federal employees understand the benefits decisions that were made early in their careers. Update yourself on your retirement needs: income, benefits, health insurance and estate planning.

Course Code: BENE8102D

Tuition: \$445

June 20-21, 2005, San Diego, Calif.

Project Management

Learn to organize your project, track costs and time expenditures, manage quality and risk, evaluate human resources requirements and overcome potential obstacles. This course is aligned with the Project Management Institute's Project Management Body of Knowledge, which covers all related best practices.

Course Code: PGMT7005D

Tuition: \$825

June 14-17, 2005, San Francisco, Calif.

Residential Professional Development Seminar

Network with your peers while learning from respected professionals who are leaders in their fields. This seminar is updated yearly with timely topics.

Course Code: ADMB9001D

Tuition: \$895

June 14-17, 2005, Las Vegas, Nev.

Suitability Adjudication

Learn how to perform suitability screening and adjudication for applicants, appointees and employees for federal employment. Practice taking effective and defensible action when an adjudication decision is unfavorable for the applicant.

Course Code: STAF8101D

Tuition: \$745

June 1-3, 2005, San Francisco, Calif.

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